

Policy Officer Position Description



About ACCAN

The Australian Communications Consumer Action Network, ACCAN, is Australia's peak body representing the interests of all consumers in communications issues. ACCAN is an important and independent consumer voice promoting the accessibility, quality of service, affordability and availability of communications services for all Australian consumers with particular concern for vulnerable consumers whose needs are under-represented.

ACCAN's role is to:

- promote the consumer objectives of accessibility, affordability and availability to all consumers;
- develop a strong, coordinated voice for consumers, and to represent and advocate on behalf of consumers to Government, regulators and the telecommunications/communications industry;
- undertake research, policy development and education;
- facilitate access to and dissemination of information to consumers, consumer representatives and consumer organisations;
- advocate on behalf of consumers on telecommunications laws affecting consumers, law reform, policy development and in relation to industry practices;
- participate in regulatory and co-regulatory activities; and to contribute to the development of Government policy in telecommunications and communications,
- make markets work well for consumers,
- make a difference for consumers with disabilities.
- manage a community grants program.

ACCAN is a not-for-profit company.

Job Summary

The purpose of the Policy Officer position is to

- contribute to the achievement of the goals and objectives set out in the ACCAN Strategic Plan and the annual Operational Plan.
- research, develop and publish policy positions on communications issues that affect consumers, with a focus on digital platforms and data protection implications; and
- advocate on behalf of communications consumers generally, and work with industry, government, and consumer stakeholders to improve outcomes for communication consumers

Qualifications

Relevant tertiary qualifications or equivalent experience in a digital law and policy role.

Duties

Policy Development and Research

- Prepare and publish policy positions, discussion papers and submissions, where possible based on direct community consultations
- Collect data, information, and case studies to support ACCAN consumer representation and policy work

Communications Policy Issues Management

- Analyse and monitor developments relevant to communications and digital regulation
- Identify potential areas for ACCAN research and policy development
- Ensure the ACCAN team are informed and understand priority policy issues
- Liaise with industry, regulatory agencies and government on codes, guidelines, legislation and subsidiary regulatory instruments.

Stakeholders and Consumer Representation

- Participate in ACCAN's member consultative forums and expert working groups
- Consult ACCAN members both formally and informally to ensure effective representation of their views on communications matters
- Represent ACCAN in public forums, on external committees and working groups as required

Consumer Awareness

- Develop material to inform members and the community about policy priorities and key policy issues
- Assist with meetings, seminars, and outreach activities
- Assist with the organisation, promotion, and support for ACCAN conferences and events
- As part of a team, ensure members are regularly informed of ACCAN activities

ACCAN Resources

- Contribute to and assist with ACCAN publications and website content

Other Duties

- Assist with consumer contacts and enquiries
- Assist with general administrative tasks as needed
- Other duties as assigned by the Director of Inclusion

Selection criteria

Essential Skills for position

- A demonstrated interest in communications and digital policy issues generally, or the capacity to quickly acquire this knowledge
- A commitment to the effective representation of consumers
- An understanding of the Australian Consumer Law and consumer rights
- Knowledge of public policy and industry self-regulatory processes
- Highly developed oral and written communication skills
- Good analytical and research skills
- Ability to work collaboratively as part of a team
- Capacity to work independently with minimal supervision
- Proficiency in information and communications technology
- An academic background in digital law/public policy/ telecommunications related technology

Desired Skills for position

- Knowledge of and experience of working in the community sector
- Understanding of the needs of people with disabilities

ACCAN is an EEO employer: Aboriginal and Torres Strait Islander peoples, persons with disabilities, and people from diverse cultural, linguistic and religious backgrounds are encouraged to apply